

Appendix E: Indiana Phone Directory Listings

Relay Indiana



DIRECTORY CUSTOMER GUIDE INFORMATION

Deaf, Hard of Hearing or Speech Impaired Services

Relay Indiana

Customer Telephone Access - Relay Indiana

This service relays calls between a person using a text telephone (TT/TDD) and users of the general telephone network in the State of Indiana. Specially trained personnel are available 24 hours a day, 7 days a week, to relay the call. There is no extra charge for this service. Long distance calls placed through RELAY INDIANA to destinations within the US will be billed at discounted rates. To use RELAY INDIANA or obtain more information, including rate information, call toll free:

711 or 1 + 800 + 743 + 3333 (Voice or Text Telephone)

LIFELINE ASSISTANCE PROGRAMS

Yes, You Can Afford Telephone Service...

And Your Community Based Telecom Provider Can Show You How.

Federal and state lawmakers believe that every person in America should have access to quality, affordable telecommunications service. In fact, they've created a system to do just that. If you participate in programs, such as food stamps, Medicaid, the national school free-lunch program, Section 8 housing or supplemental security income, or if your household income is below a certain threshold level, you may qualify for a discount on your telephone bill.

This "universal service" support includes:

- **Lifeline assistance** that provides discounts for basic monthly local telephone service
- **Toll Limitation Service** that allows you to control your long-distance charges
- **Additional discounts** for eligible consumers living on tribal lands

For more information, or to find out if you're eligible to receive a discount, contact your local community based telecom provider.

UGONIER TELEPHONE COMPANY

Sí, puede acceder al servicio telefónico...

Y su proveedor de telecomunicaciones de su comunidad puede mostrarle cómo.

Los legisladores federales y estatales consideran que toda persona en los Estados Unidos debería tener acceso a un servicio de telecomunicaciones de calidad, a un precio accesible. De hecho, han creado un sistema para lograrlo.

Si participa en programas, como cupones para alimentos, Medicaid, el programa nacional de almuerzos escolares gratuitos, el ingreso de seguridad suplementario o para vivienda en virtud de la Sección 8, o si su ingreso familiar está por debajo de un determinado umbral, es posible que reúna los requisitos para obtener un descuento en su factura telefónica.

Esta ayuda de "servicio universal" incluye:

- **Asistencia Lifeline:** proporciona descuentos mensuales en el servicio telefónico local
- **Servicio de tarifa limitada:** le permite controlar los cargos de llamadas de larga distancia
- **También hay descuentos adicionales** disponibles para los consumidores elegibles que vivan en territorios tribales.

Para obtener más información o averiguar si es elegible para recibir un descuento, comuníquese con su proveedor de telecomunicaciones local de su comunidad.

UGONIER TELEPHONE COMPANY

TELEPHONE DIRECTORY

LIGONIER, INDIANA

JANUARY, 2017

EMERGENCIES

POLICE all emergencies call911
FIRE DEPARTMENT all emergencies call911
EMS..... all emergencies call911
In case of any of these emergencies call 911.

City Police (Business Office) 894-4111
Fire Department (Business Office) 894-3124
Noble County Sheriff (Business Office).....260-636-2182

DOCTORS

Parkview Health System 894-7139
Health Goshen Physicians 894-7135

→ Indiana Relay Service..... 711 or 800-743-3333
Poison Information Statewide800-222-1222
Missing Persons Nationwide Inc813-856-5144
YMCA Women's Shelter800-441-4073
Child Abuse Hotline800-800-5556

SERVICE NUMBERS

Local Information Dial 411
Repair Service 894-4104
Business Office 894-7161
Call Before You Dig.....811

LIGONIER TELEPHONE CO., INC.
Ligonier, Indiana

RELAY INDIANA

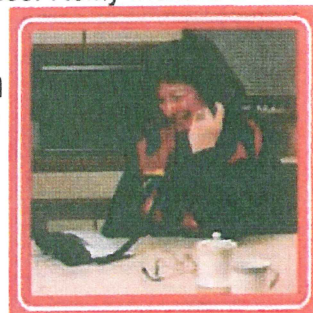


Relay Indiana provides full telephone accessibility for people who are deaf, hard of hearing or speech impaired. Relay Indiana processes over 1 million calls every year and is available 24 hours a day, 365 days a year. Specially trained Communication Assistants connect the call and remain on the line to assist in the conversation.

Indiana Telephone Relay Access Corporation (InTRAC) is a not-for-profit corporation established in 1991 by a law passed by the Indiana State Legislature. Its purpose is to provide telephone relay service for people who are deaf, hard-of-hearing or speech impaired. InTRAC's responsibility is to coordinate the efforts of the

42 Indiana telephone company members to comply with the laws of the Federal Communication Commission (FCC) concerning telephone relay service. Relay Indiana is the name of the service managed by InTRAC.

Local calls are provided free of charge. Long distance calls are billed to the customer by their long distance provider. Funding for the relay program is provided by a surcharge on each telephone line in the State of Indiana.



Different Kinds of Relay Calls

VOICE USER – If a person uses a standard phone and wishes to speak with others who use special equipment to communicate.

TTY – If a person is deaf and does not voice, they may use a text telephone.

VCO – If a person is hard-of-hearing and is able to voice, they may use Voice Carry Over.

HCO – If a person can hear but is not able to voice, they may use Hearing Carry Over.

COMPUTER ASCII - If a person wishes to contact the relay service by using a computer on line.

SPEECH TO SPEECH – If a person can hear but has difficulties with unclear speech.

SPANISH TO SPANISH – If someone wishes to have their conversation in Spanish.

VIDEO RELAY SERVICE (VRS) – The interpreter/operator will appear on the screen and will place your call in the same way as a standard relay call.

INTERNET RELAY (SRO) – You will be able to see what you are typing and what the relay operator is typing, at the same time.

CAPTEL (CAPTIONED TELEPHONE) – When the other party speaks, the relay operator "re-voices" the words simultaneously while the operator's computer sends the conversation to the CapTel user in the form of text, which appears on the CapTel screen.

D-LINK (VIDEO TELEPHONE) – When you connect to the Relay service, you will proceed with your call by using ASL with your interpreter/operator.

Relay Indiana Access Phone Numbers:

711.....TTY/Voice/VCO/ASCII
800-743-3333.....TTY/Voice/VCO/ASCII
800-435-8590.....Spanish
800-743-8231.....Speech-to-Speech
800-676-3777.....Customer Service
877-269-7477.....CapTel Customer Service



Summary for [REDACTED]: 317-[REDACTED]

Your Plan

The Verizon Plan X Large 12GB

(see pg 3)

Monthly Charges

Smartphone Line Access	08/21 – 09/20	20.00
		\$20.00

Equipment Charges

Device Payment Agreement 1302595263 – Payment 17 of 24	28.00
Paid 448.00	
Past Due .00	
Balance (after this month's current payment) 196.00	
\$28.00	

Usage and Purchase Charges

Voice		Allowance	Used	Billable	Cost
Shared	minutes	unlimited	83	--	--
Mobile to Mobile	minutes	unlimited	175	--	--
Night/Weekend	minutes	unlimited	87	--	--
Total Voice					\$0.00

Messaging

		Allowance	Used	Billable	Cost
Text, Picture & Video	messages	unlimited	1632	--	--
Total Messaging					\$0.00

Data

Gigabyte Usage	gigabytes	12.000 (shared)	1.200	--	--
Data Promo (03/31/16)	gigabytes	2.000 (shared)	.402	--	--
Total Data					\$0.00

Total Usage and Purchase Charges \$0.00

Surcharges+

Fed Universal Service Charge	.45
Regulatory Charge	.21
Administrative Charge	1.23
IN Utility Receipts Surcharge	.24
IN Telecom Relay Surcharge	.03
IN Universal Service Fee	.10
IN State PUC Fee	.02
	\$2.28

Taxes, Governmental Surcharges and Fees+

IN State 911 Fee	1.00
IN State Sales Tax–Telec	1.25
	\$2.25

Total Current Charges for 317-[REDACTED] \$52.53

+Percentage-based taxes, fees, and surcharges apply to charges for this line, including overage charges, plus this line's share of account charges.



Indiana FCC Complaint Log 2012-2013

Complaint Tracking for IN (June 2012 - May 2013). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/14/12	The customer stated that he/she requested the recorded information to be typed after receiving text message (recording playing) from the Operator. But there was no response, so the customer requested for a supervisor and waited for a while. There was no response. Customer thinks that the Operator may have disconnected him/her. Apologized for the inconvenience. Did not want a follow-up.	08/14/12	Spoke to the Operator and instructed him/her about the correct procedure, which is to dial out and type out the recording. Agent had requested for supervisor as instructed, but the inbound call had been disconnected.
2	08/23/12	The customer complained of spelling and bad grammar. The errors in the agent's typing, as observed on the screen by the supervisor, were not separating conjunction words and garbling letters within words typed. The supervisor apologized for the inconvenience and offered a follow-up to the customer. The customer requested to be transferred to customer service but then disconnected from the line before the supervisor had the opportunity to complete the transfer. No follow-up required.	08/23/12	The supervisor met with the agent and coached on proper finger placement on the keyboard, as well as attentiveness to separating conjunction words as needed.
3	08/23/12	The customer complained that the agent's spelling was bad. Apologized to the customer for the inconvenience. Offered a follow-up, no follow-up required at this time.	08/23/12	The supervisor met with this agent and coached on proper finger placement. The agent will be more attentive to typing style and accuracy in the future.
4	10/15/12	The customer stated the she was in a conversation with a Customer Service Representative and she had some inquiries regarding billing. She stated that she did not receive a response so she repeated the message and eventually disconnected the call after two minutes of no response from the Customer Service Representative. I stated that I will forward this concern to appropriate personnel. Customer wishes a follow-up via phone call.	10/15/12	Spoke with Customer Service Representative who advised that customer called to report they were having a problem with their TTY. The Customer Service Representative put the customer on hold to get a phone number for the customer and shortly after, the line was disconnected. Apologized to customer about the inconvenience and provided a phone number to the equipment program.
5	02/11/13	Communication Assistant did not process the Hearing Carry Over call correctly and customer believes the agent needs to be retrained. Supervisor apologized for the inconvenience and assured the customer that the complaint was documented. Follow-up requested via postal service.	02/11/13	Communication Assistant understands that the call was not processed correctly and has been coached by the supervisor on how to process the Hearing Carry Over call procedure correctly. Follow-up letter sent via postal service as per request.



Indiana FCC Complaint Log 2013-2014

Complaint Tracking for IN (06/01/2013-05/31/2014). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/30/13	"This Operator is not acting in a professional manner and acts as though he does not care. I do not need to place calls and have someone like him talking for me." The supervisor apologized for the inconvenience. No follow up requested from the customer.	06/30/13	The Operator number provided is not currently assigned.
2	05/27/14	The customer stated that after providing the number, the only response from the Operator was the greeting macro. The customer requested a supervisor twice but when there was no response, the customer hung up and called back. Supervisor apologized for the inconvenience and informed the customer that the concern will be forwarded to the call center. The customer requested a follow up.	05/27/14	Operator does not remember the call, but knows that if a customer requests a supervisor, she needs to get one. Follow up email was sent on 05/29/2014.



Indiana FCC Complaint Log 2014-2015

Complaint Tracking for IN (06/01/2014-05/31/2015). Total Customer Contacts: 7

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/04/14	Customer provided some feedback on accuracy of the CapTel 800 in 1-Line mode.	07/06/14	Customer Service Representative apologized to the customer for their experience and investigated on her behalf. Customer Service Representative identified two calls with trouble tickets noting audio difficulties with speaker being too loud, too quiet, breaking up, and voice recognition difficulty. On 7/6/14, Customer Service Representative called the customer to follow up on their more recent experience and reached the Customer's son. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
2	06/20/14	Customer reported that on a specific call, part of a statement was not included.	06/20/14	Customer Service Representative apologized for the incidence and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Operator by the Operator's supervisor. Call center management confirmed that the Operator that captioned the call is a new Operator and will be worked with to improve the Operator's ability to caption according to standards. Operator's supervisor increased monitoring frequency for the Operator to ensure consistent quality performance. Customer Service Representative followed up with the customer. Customer thanked the Customer Service Representative and noted the captions have been satisfactory since the call reported. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
3	08/27/14	Customer stated that he asked the Operator to leave a message and typed out a message for the operator. The operator did not reply. The caller repeatedly tried to get operator to reply and confirm that the message was left. The operator did not reply. The caller gave the operator two minutes or more to reply. Apologized for the inconvenience. No follow up requested.	08/27/14	Operator was met and was coached the importance of placing the call and understood the consequence of not expediting the call.
4	10/08/14	The caller reported to Relay Customer Service that inmates at the Marion County Jail could not connect to the Indiana Relay number 800-743-3333. After ringing, a click sound was heard, then the line would disconnect. The trunk line numbers were provided so that a trouble ticket could be entered to resolve the issue. Customer Service thanked the caller for reporting the issue and entered trouble ticket number IM2697162. The caller requested follow up and provided his email address and phone number and asked for the Sprint technician to contact him directly for resolution.	10/08/14	The Sprint Relay Program Manager for Relay Indiana contacted three Marion County Facilities, all are not able to provide information about whether they have deaf, Hard-of-hearing and/or Speech Disabled inmates due to confidentiality. The warden secretary or Country Clerk office are not able to find facilities' internal communications provider to check and see if the TTY system within the facility still has or may have had any issues since resolution. The TTY access number is working successfully from outside a facility. No further issues have been reported.
5	01/29/15	Customer stated they asked the Operator to relay everything pressed and typed during a recording while trying to get a live representative on the line. The Operator refused and stated they could not do that. A supervisor apologized for the inconvenience. No follow up requested.	02/01/15	A supervisor coached the Operator about the importance of keeping the customer informed about the status of the call, as requested by the customer.

6	03/13/15	Customer reported that the Operator typed "one moment please" at the beginning of their call. Customer wants to know why they had to wait for the call to be dialed and why there was no ringing macro. Th responding supervisor assured the customer that we will look into this and follow-up via phone, as requested.	03/13/15	A supervisor spoke with the Operator who explained that "one moment please" was transmitted so that the Operator could read the customer's profile notes. The Operator reported there were no problems during the out dial and that the dialing and ringing macros were transmitted. The supervisor contacted the customer by phone. The customer was informed that the Operator needed time to read their instructional note and that the Operator had verified that ringing was sent. The supervisor noted that the customer remarked about garbling. The supervisor explained that perhaps the ringing message was not received. The customer thanked the supervisor.
7	04/08/15	Customer called in to report that the Operator took too long to dial out and was forced to hang up and try again. The customer called back in and reached the same Operator with the same result. A supervisor apologized for the inconvenience. No follow up requested.	04/08/15	Operator was coached by a supervisor to remain responsive and focused to ensure prompt dialing for the customer.

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Indiana FCC Complaint Log
2015 - 2016

Complaint Tracking for IN (06/01/2015 - 05/31/2016). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/20/15	Customer states that they asked the Operator for a supervisor (as they wanted the supervisor to be able to see the screen as to what had just transpired on the call) and there was no reply. The customer waited a while and then asked the Operator for a supervisor again with no reply and then they found themselves transferred to Customer Service. Relay Customer Service response: apologized for the problem and assured that the complaint would be sent in as stated. No call-back requested.	07/20/15	The Supervisor followed-up with the Operator and the Operator recalled an event as described by the customer and described how the call actually occurred. Supervisor on duty was submitted and he reviewed the call. Before the supervisor began to introduced himself to the customer, the line was disconnected. The Supervisor on-duty at the time verified how this call went.
2	08/07/15	Customer said the Operator did not relay everything verbatim, interrupted the caller, and spoke at same time. Apologized to customer and advised him the call center supervisor would meet with the Operator. No follow-up requested.	08/07/15	Supervisor coached the Operator on proper Hearing Carry Over procedures.
3	10/20/15	Customer complaint: The caller reported that the Operator did not have a working knowledge of how to process his HCO call. There was a lengthy delay before the call began and he is concerned that if he had an emergency any delay would be a problem. He suggested additional training for the Operator. Customer Service Response: I apologized for the inconvenience and told him the report would be sent to the call center supervisor. Follow up is requested.	10/20/15	Supervisor coached the Operator on the correct Hearing Carry Over (HCO) procedure. Operator understands the need to process all calls quickly. Multiple attempts were made to follow up with the customer as per request. Message was left apologizing for inconvenience and assuring the customer that the Operator was coached on the procedure.
4	10/30/15	Customer reports the Operators switched on the call without her knowledge. It caused confusion. Apologized. Supervisor will be notified. Follow-up requested.	10/30/15	The supervisor met with the Operator who did not remember an event of this nature however the Operator demonstrated knowledge of appropriate phrasing to customers when taking over a call under similar circumstances. Supervisor followed-up with the customer.

Complaint Tracking for IN (06/01/2015 - 05/31/2016). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	11/30/15	Customer complaint: The caller reported that he waited over two minutes for a response from the Operator so that he could make a call. After no response, he began tapping on buttons to get the Operator attention and finally was able to obtain the Operator ID number. He is concerned that the inattention of the Operator could be bad in the case of an emergency call. Customer Service response: "I apologized, and thanked the customer for letting us know. I told him the report would be sent to the Call Center Supervisor." He also requested that the Customer Service Supervisor be notified. Follow-up requested.	11/30/15	The Supervisor followed up with the Operator and coached on the importance of maintaining 100% focus on all calls and immediate responses to the customer. The Supervisor followed up with the customer via phone.
6	03/28/16	Customer Complaint: The caller reported that the Operator did not know how to process his Hearing Carry Over call and he was not able to connect to his caller. Customer Service response: "I apologized for the inconvenience and thanked him for letting us know. I told him the report would be sent to the Call Center Supervisor to follow-up with the Operator. No follow-up was requested.	03/28/16	The Operator was met with by the Quality Supervisor. The Operator was coached on proper procedure for this type of call.



Sprint
Accessibility


Indiana FCC Complaint Log

2016 - 2017

Complaint Tracking for IN (06/01/2016-05/31/2017). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/02/16	Rural Indiana voice customer cannot connect to Relay using 711. Local technician cannot figure out the problem. Relay TRS Customer Service opened a trouble ticket. Follow up requested to phone technician.	06/02/16	This was fixed and customer can make calls.
2	02/14/17	Customer reported seeing Please stay on the line your captions will be available shortly in her captions on the CapTel 840PLUS.	02/14/17	Customer Service Representative apologized to the customer for the additional wait time to connect with a Operator. Customer Service Representative recommended the customer continue to hold for the next available Operator. Alternately Customer Service Representative suggested the customer may press the captions off and on again to re-connect. Customer Service Representative noted this added answer time was the result of higher call volume in our Call Centers at the time they attempted their call. Customer Service Representative confirmed customer was able to make their captioned call successfully.

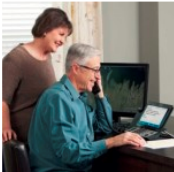
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RELAY INDIANA


Making communication easy


- HOME
- EQUIPMENT ▾
- RELAY INDIANA ▾
- PHONE COMPANIES
- LINKS
- CONTACT US



Relay Indiana, a service of Indiana Telephone Relay Access Corporation (InTRAC), is a free service that provides full telecommunications accessibility to people who are deaf, hard of hearing, or speech impaired. This service allows users with special telecommunication devices to communicate with standard users through specially trained Relay Operators. InTRAC also provides free, loaned equipment to those who qualify.

Relay Indiana - Captel





If you meet the following criteria, you may be able to obtain a loaner phone from Relay Indiana:

1. Citizen of Indiana
2. Hard of hearing, deaf or speech impaired
3. Annual household income below \$71,000

DID YOU KNOW?

- Relay Indiana processes over one million calls every year and is available 24 hours a day, 365 days a year at no extra charge?
- Our trained Communication Assistants connect the call and remain on the line to assist in the conversation.

HOW CAN WE HELP?


InTRAC's purpose is to provide telephone relay service for people who are deaf, hard-of-hearing or speech impaired. InTRAC's responsibility is to coordinate the efforts of the Indiana telephone company members to comply with the laws of the Federal Communication Commission (FCC), Americans with Disabilities Act (ADA) and the state concerning telephone relay service. Relay Indiana is the name of the service managed by InTRAC.

OTHER SERVICES OFFERED:

Contact Us

317.334.1413
877.446.8722
info@relayindiana.com

CapTel 2400i




[Read more about the 2400i and the other CapTel phones](#)

» Hard of Hearing
Have lost most or all of my hearing and can speak for myself
→ [click here for CapTel](#)

» Do not hear and do not speak for myself
→ [click here for Superprint 4425](#)
→ [click here for Uniphone 1140](#)

» Speech Impaired Able to hear but cannot speak for myself
→ [click here for Uniphone 1140](#)

Search ...





Is this you?

*“I’m sorry,
I can’t hear you.”*

*“Could you please
repeat that?”*



We may have a solution for you!

Easy as 1 • 2 • 3



Dial the number of the person you want to call.



Speak normally.



LISTEN to the other person and **READ** captions of everything that is being said.



CapTel 2400i



A **tablet-style telephone** with a large, touch-screen display and helpful menu graphics. Ideal for people who prefer a contemporary telephone design.

CapTel 840 Series



For people who prefer the familiarity of a **traditional telephone** look and feel.

Available for use with standard analog phone lines or with a high speed Internet connection (WiFi capable).

CapTel 880i



Ideal for people with **low vision** or who have difficulty reading the standard captions sizes.

CapTel 880i allows users to customize the font sizes, styles, and colors on an extremely large display.

For more information about the CapTel service or to get a CapTel phone, contact: (317) 334-1413 or (877) 446-8722 (toll-free)

Service is provided by Relay Indiana through Indiana Telephone Relay Access Corporation to ensure equal communication access to telephone service for people with hearing loss. CapTel is a registered trademark of Ultratec, Inc.

info@relayindiana.com (email)

www.relayindiana.com (website)

www.captel.com (website)

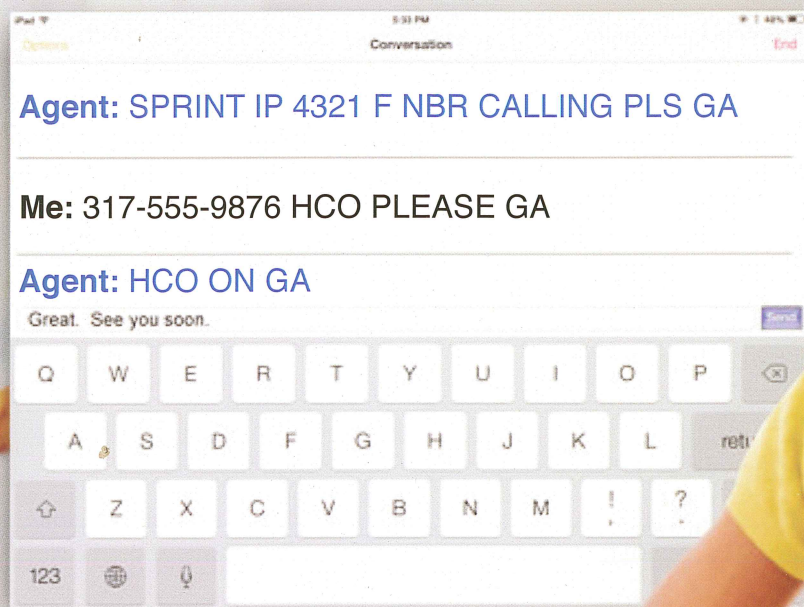
Stay connected to your family and friends with Relay Indiana.



Can't speak for yourself?

We may have a solution for you!

Use one of our relay services called Hearing Carry Over (HCO). HCO is designed for those who are unable to speak but can hear.



HCO allows a person with a speech disability who can hear to make a call by typing using the iPad to the Relay Operator who reads the message to the other party. The HCO user can hear the other party's spoken responses through the phone.

For more information on how to use HCO, visit www.relayindiana.com/HCO



Step 1

INTRAC APPLICATION FOR SPEECH IMPAIRED IPAD PROGRAM

Name: _____ Address: _____

City: _____, IN Zip: _____ Phone: (____) _____

E-mail: _____

Date of Birth: _____ Last 4 Digits of Social Security # _____

ELIGIBILITY

Citizen of Indiana • Speech Impaired • Annual income below \$71,000 • Wi-Fi required.

Step 2

ATTACH TO APPLICATION

Provide proof of financial information such as Federal Tax Form 1040 or Social Security Letter or paycheck stub (You may blackout your SSN) AND Proof of Speech Evaluation.

Step 3

EQUIPMENT

☐ iPad AIR

☐ iPad AIR MINI

Step 4

KNOW YOUR RESPONSIBILITIES

_____ YES, I understand my responsibilities when borrowing equipment from InTRAC.

- iPad is the property of InTRAC for the first four years. It is laser etched on the back with the "Property of InTRAC". After four years, you may re-apply for a new iPad.
- iPad is for telecommunication purposes ONLY.
- iPad arrives pre-loaded with apps locked for your specific needs.
- iPad is equipped with remote control to prevent unauthorized downloading of books, music and other media from iTunes; no ability to sync with a personal computer; and limited access to the Internet with rating controls or blocks on adult content.
- You are responsible for using and maintaining iPad. Please read instructions at www.i-accessibility.com
- You understand that InTRAC can remotely shut off and lock the iPad if it is suspected of being used outside the state of Indiana, except for vacations.
- You understand to contact Teltex Technical Support 1-888-515-8120 if you experience any problems, if you experience any problems or have any questions.
- You understand if the equipment is broken or damaged through misuse or negligence, you are financially responsible for ALL costs related to repairing or replacing the equipment.
- You are responsible to provide InTRAC with a fire or police report in case of fire or theft.

Step 5

I declare under penalties of perjury that the information above is true:

Signature

DATE

Step 6

Please mail *this* side of application to:

InTRAC, 7702 Woodland Drive, #130
Indianapolis, IN 46278
317-334-1413 (v) 877-446-8722 (toll free)
info@relayindiana.com

IC 8-1-2.8

Chapter 2.8. Dual Party Relay Services for Persons Who Are Deaf, Hard of Hearing, or Speech Impaired

IC 8-1-2.8-1

"ADA"

Sec. 1. As used in this chapter, "ADA" refers to the federal Americans with Disabilities Act of 1990 (47 U.S.C. 225).

As added by P.L.75-1991, SEC.1.

IC 8-1-2.8-2

"Commission"

Sec. 2. As used in this chapter, "commission" refers to the Indiana utility regulatory commission.

As added by P.L.75-1991, SEC.1.

IC 8-1-2.8-3

"Dual party relay services"

Sec. 3. (a) As used in this chapter, "dual party relay services" means telecommunications transmission services that provide the ability for a person who has a hearing impairment or speech impairment to engage in communication with a hearing person in a manner that is functionally equivalent to the ability of an individual who does not have a hearing impairment or speech impairment to communicate using voice communication services.

(b) The term includes services that enable two-way communication between a person who uses a telecommunications device for individuals who are deaf or other nonvoice terminal and a person who does not use such a device.

As added by P.L.75-1991, SEC.1. Amended by P.L.27-2006, SEC.28; P.L.99-2007, SEC.31.

IC 8-1-2.8-4

"FCC"

Sec. 4. As used in this chapter, "FCC" refers to the Federal Communications Commission.

As added by P.L.75-1991, SEC.1.

IC 8-1-2.8-5

"Deaf, hard of hearing, or speech impaired person"

Sec. 5. As used in this chapter, "deaf, hard of hearing, or speech impaired person" means a person who is so certified by a licensed physician, an otolaryngologist, a speech language pathologist, an audiologist, or a qualified state agency.

As added by P.L.75-1991, SEC.1. Amended by P.L.109-2012, SEC.3.

IC 8-1-2.8-6

"Indiana Telephone Relay Access Corporation for the Hearing and

Speech Impaired"

Sec. 6. As used in this chapter, "Indiana Telephone Relay Access Corporation for the Hearing and Speech Impaired" or "InTRAC" means a corporation formed under IC 23-7-1.1 (before its repeal on August 1, 1991) or IC 23-17 that meets the requirements of section 18 of this chapter.

As added by P.L.75-1991, SEC.1. Amended by P.L.1-2010, SEC.39.

IC 8-1-2.8-7**"Local exchange access service"**

Sec. 7. As used in this chapter, "local exchange access service" means telephone exchange access lines or channels that provide local access to the local telecommunications network to effect the transfer of information.

As added by P.L.75-1991, SEC.1.

IC 8-1-2.8-8**"Local exchange company"**

Sec. 8. As used in this chapter, "local exchange company" or "LEC" refers to any communications service provider (as defined in IC 8-1-2.6-13(b)) that:

- (1) has a certificate of territorial authority on file with the commission; and
- (2) is required to provide dual party relay services to deaf, hard of hearing, and speech impaired persons under federal law.

As added by P.L.75-1991, SEC.1. Amended by P.L.27-2006, SEC.29; P.L.109-2012, SEC.4.

IC 8-1-2.8-9**"Telephone company"**

Sec. 9. As used in this chapter, "telephone company" means:

- (1) any natural person, firm, association, corporation, or partnership, owning, leasing, or operating any lines, facilities, or systems used in the furnishing of telephone service; and
- (2) any common carrier or carrier as those terms are defined in Title IV of the ADA.

As added by P.L.75-1991, SEC.1.

IC 8-1-2.8-10**Findings and declarations**

Sec. 10. The general assembly finds and declares the following:

- (1) That it is in the public interest of the state to promptly provide deaf, hard of hearing, or speech impaired persons with access to telecommunications services that are functionally equivalent to those provided to hearing persons.
- (2) That Title IV of the ADA mandates that each telephone company providing telephone service within the state must provide dual party relay services on or before July 26, 1993, to deaf, hard of hearing, and speech impaired persons within the

territorial area or areas it serves in a manner that meets or exceeds the requirements of regulations prescribed by the FCC.

(3) That the most efficient, cost effective, and fair method for LECs to provide dual party relay services to deaf, hard of hearing, and speech impaired persons and to comply with the federal mandate without the use of tax revenues is the establishment of the Indiana Telephone Relay Access Corporation for the Hearing and Speech Impaired under this chapter.

(4) That the provision of dual party relay services to deaf, hard of hearing, and speech impaired persons can be enhanced by providing in appropriate circumstances in the sole discretion of the InTRAC telecommunications devices that facilitate access to the dual party relay services.

As added by P.L.75-1991, SEC.1. Amended by P.L.80-1996, SEC.1; P.L.27-2006, SEC.30; P.L.109-2012, SEC.5.

IC 8-1-2.8-11

Residential and business lines; surcharge

Sec. 11. Beginning on June 1, 1991, the commission shall require each LEC to impose a monthly surcharge in the amount of five cents (\$0.05) on each residential and business line (or line equivalent) of its customers to fund and recover costs for developing and providing dual party relay services that may include in appropriate circumstances in the sole discretion of the InTRAC providing telecommunications devices to deaf, hard of hearing, and speech impaired persons.

As added by P.L.75-1991, SEC.1. Amended by P.L.80-1996, SEC.2; P.L.109-2012, SEC.6.

IC 8-1-2.8-12

Adjustment of surcharge

Sec. 12. (a) The InTRAC may periodically apply to the commission for an adjustment in the amount of the monthly surcharge that a LEC must impose on its customers under this chapter. Before applying to the commission for such an adjustment, the InTRAC must do the following:

(1) Employ an independent accounting firm to review its surcharge determinations and to review and audit those accounts of the InTRAC and its members relevant to the surcharge.

(2) File with the commission in connection with its application a copy of the report prepared by the accounting firm under subdivision (1).

(b) When the InTRAC applies for an adjustment under this section, the commission may perform audits and tests to verify the calculation of the adjustment. However, the sole purpose of audits and tests by the commission must be to assure that the revenue produced by the surcharge is sufficient to cover the costs incurred by the InTRAC in providing services that meet the requirements

imposed on telephone companies by the ADA. The costs incurred by the InTRAC include the following:

- (1) Costs for the development, continued operation and improvement of dual party relay services that may include in appropriate circumstances in the sole discretion of the InTRAC providing telecommunications devices to deaf, hard of hearing, and speech impaired persons.
 - (2) The administrative costs of the InTRAC.
 - (3) The amount of reasonable reserves necessary to meet future costs.
 - (4) The amounts paid by the InTRAC to each LEC to compensate the LEC for collection, inquiry, and other administrative services it provides for the surcharges.
 - (5) The amounts paid by the InTRAC to each LEC to compensate the LEC for the necessary costs incurred by the LEC in facilitating inter-connection with and effecting use of the dual party relay service for their respective customers.
- (c) It is the intent and purpose of this section that the InTRAC shall have available to it at all times sufficient funding to develop, provide for, and maintain dual party relay services that meet or exceed the requirements imposed by the ADA.

As added by P.L.75-1991, SEC.1. Amended by P.L.80-1996, SEC.3; P.L.109-2012, SEC.7.

IC 8-1-2.8-13

Approval of surcharge adjustment

Sec. 13. Unless the commission disapproves an application by the InTRAC for a surcharge adjustment within ninety (90) days of the application, the commission shall approve the adjustment, and the LEC may charge and collect an adjusted surcharge. However, the commission may not approve an adjustment that results in a monthly surcharge that exceeds forty cents (\$0.40) per residential or business line (or line equivalent).

As added by P.L.75-1991, SEC.1.

IC 8-1-2.8-14

Monthly bill; collection of surcharge

Sec. 14. A surcharge shall be collected on the regular monthly bill that a LEC sends to each of its customers. The surcharge may be separately identified on customers' bills as a special surcharge for the provision of services, including telecommunications devices as provided in section 10(4) of this chapter, to deaf, hard of hearing, and speech impaired persons.

As added by P.L.75-1991, SEC.1. Amended by P.L.1-1992, SEC.30; P.L.80-1996, SEC.4; P.L.109-2012, SEC.8.

IC 8-1-2.8-15

Accounting and recovery of costs

Sec. 15. All costs incurred by a LEC as a result of its compliance

with the ADA requirements to provide services to deaf, hard of hearing, and speech impaired persons shall be accounted for separately and recovered as required by the ADA and the FCC.

As added by P.L.75-1991, SEC.1. Amended by P.L.109-2012, SEC.9.

IC 8-1-2.8-16

Exemption from taxes and fees

Sec. 16. The amount of money collected by a LEC in surcharges under this chapter is exempt from all state income taxes and all fees imposed under IC 8-1-6.

As added by P.L.75-1991, SEC.1.

IC 8-1-2.8-17

Payments of surcharge

Sec. 17. A LEC that collects a surcharge under this chapter shall pay the amount collected for the surcharge on the terms and in the manner determined under section 21(2) of this chapter to a not-for-profit corporation formed under IC 23-7-1.1 (before its repeal on August 1, 1991) or IC 23-17 and named "The Indiana Telephone Relay Access Corporation for the Hearing and Speech Impaired". However, no payments under this section may be made to the InTRAC until the following occur:

(1) The InTRAC files with the commission the following:

(A) A certificate of existence issued by the secretary of state that certifies that the InTRAC is in existence under Indiana law.

(B) A certificate in which two (2) authorized officers of the InTRAC certify that the corporation meets the requirements of section 18 of this chapter.

(C) A document executed by an authorized officer of the InTRAC in which the InTRAC agrees to meet the requirements of sections 18 and 21 of this chapter.

(2) Copies of the certificates described in subdivision (1)(A) and (1)(B) have been delivered to each LEC that collects the surcharge required by this chapter.

As added by P.L.75-1991, SEC.1. Amended by P.L.1-2010, SEC.40.

IC 8-1-2.8-18

Articles of incorporation

Sec. 18. The articles of incorporation of the InTRAC must provide the following:

(1) The name of the corporation shall be "Indiana Telephone Relay Access Corporation for the Hearing and Speech Impaired".

(2) The sole purpose for which the InTRAC shall be organized and operated is to provide at the lowest cost reasonably possible:

(A) on behalf of LECs and the citizens of Indiana; and

(B) in conjunction with LECs;

adequate and dependable dual party relay services that may include in appropriate circumstances in the sole discretion of the InTRAC telecommunications devices to deaf, hard of hearing, and speech impaired persons within the territorial area in Indiana that LECs serve in a manner that meets or exceeds the requirements of regulations prescribed by the FCC.

(3) The InTRAC must have authority to perform any lawful act that is necessary, convenient, or expedient to accomplish the purpose for which the InTRAC is formed.

(4) No part of the net earnings of the InTRAC may inure to the benefit of any member, director, or officer of the InTRAC, nor shall any member of the InTRAC receive any earnings from the corporation except as follows:

(A) A member may be an independent contractor, a supplier, a vendor, or an authorized agent of the InTRAC and may receive fair and reasonable compensation for the member's provision of goods or services.

(B) An officer may receive reasonable compensation for services that the officer performs in the officer's capacity as an officer of the InTRAC.

(C) A director may be reimbursed for expenses incurred by the director in the performance of the director's duties.

(5) The InTRAC may not:

(A) make an advancement for services to be performed in the future; or

(B) make a loan of money or property to any director or officer of the corporation.

(6) No member, director, or officer of the InTRAC or any private individual may share in the distribution of any of the assets of the InTRAC upon its dissolution.

(7) If there is a dissolution of the InTRAC, any of the assets of the InTRAC available for distribution shall be distributed to a charity:

(A) selected by the board of directors of the InTRAC; and

(B) having a purpose that includes providing services to persons who are deaf, hard of hearing, and speech impaired.

(8) The InTRAC shall have one (1) class of members consisting of those communications service providers that are designated as authorized LECs by the commission.

(9) Each member of the InTRAC shall serve as a member for as long as the commission finds that the member is a LEC. A member's:

(A) right to vote at meetings of the members of the InTRAC; and

(B) right, title, and interest in or to the corporation; cease on the termination of a member's membership.

(10) Each member present in person or by proxy at a meeting of the members of the InTRAC may cast one (1) vote upon each question voted upon at:

- (A) all meetings of the members; and
 - (B) in any election of a director of the InTRAC.
- (11) The board of directors of the InTRAC consists of seven (7) directors selected as follows:
- (A) Six (6) directors elected by the members of the InTRAC.
 - (B) The director of the state office of deaf and hearing impaired services.
- (12) The business, property, and affairs of the InTRAC are managed and controlled by the board of directors of the InTRAC.

As added by P.L.75-1991, SEC.1. Amended by P.L.80-1996, SEC.5; P.L.27-2006, SEC.31; P.L.109-2012, SEC.10.

IC 8-1-2.8-19

Articles of incorporation; additional provisions

Sec. 19. The articles of incorporation of the InTRAC may contain provisions in addition to those specified in section 18 of this chapter that:

- (1) the members of the InTRAC provide in accordance with IC 23-7-1.1 (before its repeal on August 1, 1991) or IC 23-17; and
- (2) do not violate the provisions required under section 18 of this chapter.

As added by P.L.75-1991, SEC.1. Amended by P.L.1-2010, SEC.41.

IC 8-1-2.8-20

Actions in pursuit of purposes

Sec. 20. (a) In pursuit of its purpose, the InTRAC may do the following:

- (1) Perform audits and tests of the accounts of a LEC to verify the amounts described in section 12 of this chapter.
- (2) Provide by contract dual party relay services to communications service providers operating outside Indiana if the effect of the contract:
 - (A) is to decrease the amount of surcharges imposed on the customers of members of the InTRAC; and
 - (B) does not sacrifice the quality of service that InTRAC provides for those customers in the absence of a contract.

(b) The actions described in subsection (a) are examples and are not intended to limit in any way the scope or types of actions that the InTRAC may take in pursuit of its purposes.

As added by P.L.75-1991, SEC.1. Amended by P.L.27-2006, SEC.32.

IC 8-1-2.8-21

Duties of InTRAC

Sec. 21. The InTRAC shall do the following:

- (1) Establish, implement, and administer, in whole or in part, a statewide dual party relay service system. Any contract for the supply or operation of a dual party relay service system or for

the supply of telecommunications devices shall be provided through a competitively selected vendor.

(2) Determine the terms and manner in which each LEC shall pay to the InTRAC the surcharge required under this chapter.

(3) Annually review the costs it incurred during prior periods, make reasonable projections of anticipated funding requirements for future periods, and file a report of the results of the review and projections with the commission by May 1 of each year.

(4) Annually employ an independent accounting firm to prepare audited financial statements for the end of each fiscal year of the InTRAC to consist of:

- (A) a balance sheet;
- (B) a statement of income; and
- (C) a statement of cash flow;

and file a copy of these financial statements with the commission before May 2 of each year.

(5) Enter into contracts with any LEC to provide dual party relay services for the LEC, upon request by the LEC. However, the InTRAC:

- (A) shall require reasonable compensation from the LEC for the provision of these services;
- (B) is not required to contract with its members; and
- (C) shall provide dual party relay services to InTRAC members for communications service originating with the members' Indiana customers for no consideration other than the payment to the InTRAC of the surcharges collected by the member under this chapter.

(6) Send to each of its members and file with the governor and the general assembly before May 2 of each year an annual report that contains the following:

- (A) A description of the InTRAC's activities for the previous fiscal year.
- (B) A description and evaluation of the dual party relay services that the InTRAC provides.
- (C) A report of the volume of services the InTRAC provided during the previous fiscal year.
- (D) A copy of the financial statements that subdivision (4) requires.

A report filed under this subdivision with the general assembly must be in an electronic format under IC 5-14-6.

As added by P.L.75-1991, SEC.1. Amended by P.L.80-1996, SEC.6; P.L.28-2004, SEC.72; P.L.27-2006, SEC.33.

IC 8-1-2.8-22

Use of InTRAC services by nonmembers

Sec. 22. If:

- (1) a communications service provider that is not a member of InTRAC originates, carries, or terminates, in whole or in part,

any telecommunication message that uses the InTRAC's dual party relay services; and

(2) refuses to:

(A) enter into a contract with the InTRAC as provided in section 21(5) of this chapter; or

(B) pay any sums due under such a contract;

the InTRAC may apply to the commission for an order requiring just and reasonable payments or the payments that are due under the contract. The InTRAC may enforce this order in the courts of the state.

As added by P.L.75-1991, SEC.1. Amended by P.L.27-2006, SEC.34.

IC 8-1-2.8-23

Exemption of InTRAC from commission jurisdiction; affiliated interests

Sec. 23. (a) If the InTRAC meets the requirements of sections 18 and 21 of this chapter, the InTRAC:

(1) is not a public utility;

(2) is not a telephone company or a communications service provider; and

(3) is free from the jurisdiction and oversight of the commission except as specifically provided in this chapter.

(b) The InTRAC is not an affiliated interest (as defined in IC 8-1-2-49). An officer, a director, or a member of the InTRAC may not be construed to be an affiliated interest solely because that person or entity is an officer, a director, or a member of the InTRAC.

As added by P.L.75-1991, SEC.1. Amended by P.L.27-2006, SEC.35.

IC 8-1-2.8-24

Charitable purposes; exemptions

Sec. 24. If the InTRAC meets the requirements of sections 18 and 21 of this chapter, the InTRAC:

(1) for purposes of all taxes imposed by the state or any county or municipality in Indiana is an organization that is organized and operated exclusively for charitable purposes; and

(2) qualifies for all exemptions applicable to those organizations, including but not limited to those exemptions set forth in IC 6-2.5-5-21(b)(1)(B) and IC 6-1.1-10-16.

As added by P.L.75-1991, SEC.1. Amended by P.L.192-2002(ss), SEC.144.

IC 8-1-2.8-25

Immunity from civil liability

Sec. 25. The following are not liable in any civil action for any injuries or loss to persons or property incurred by any person as a result of any act or omission of any person or entity listed in subdivisions (1) through (3) in connection with the development, adoption, implementation, maintenance, or operation of any system that provides dual party relay services or telecommunications

devices, except for injuries or losses incurred as a result of willful or wanton misconduct:

(1) The InTRAC.

(2) A LEC providing dual party relay services.

(3) An employee, a director, an officer, or an agent of an entity listed in subdivision (1) or (2).

As added by P.L.75-1991, SEC.1. Amended by P.L.80-1996, SEC.7; P.L.27-2006, SEC.36.

August 5, 2016

James Skjeveland
Sprint
6348 Knollwood Ct.
Frederick, MD 21701

Re: Indiana Telephone Relay Access Corporation
RFI Responses

Dear Jim,

Thank you for your response to InTRAC's recent Request for Information.
The Board of Directors of InTRAC have reviewed the responses and have voted to remain with Sprint.

Thank you for providing such outstanding service at reasonable costs and being the kind of provider who responds so quickly in providing such a great customer relationship.

We appreciate your time in providing to us the information we requested. Please let me know our next step in developing a new contract.

Best to you.

Sincerely,



Ginny Barr
Executive Director